

# Schedule A

## *Authorized Services Price List*

as of the Effective Date

for  
**Contract Number T04-MST-001**  
 with  
**X5 LLC**

Contractor is authorized to sell only the Services listed below under this Contract.

Description	Installation Price	Unit	Net to State List Price	Description
<b>DEDICATED ACCESS TOLL FREE SERVICE</b>				
<b>CALLS ROUTED TO VOICE TELEPHONE NUMBER(S)</b>				
Monthly (Fixed) Per T1	\$0.00	Month	\$150.00 (per DS-1)	Monthly Recurring Charge (MRC) is based upon area code and prefix. This listed price is based upon a 0 mile local loop to Qwest's Whitehall Olympia POP. Beyond 0-mile loops, additional mileage charges apply.
Monthly (Fixed) Per ISDN PRI T1	\$0.00	Month	\$100.00	MRC is per D Channel.
Co-location of Purchaser CPE	\$0.00	Month	\$500.00	MRC is per rack and based upon a 12-month commitment.
Monthly (Fixed) Per Toll Free Number	\$0.00	Month	\$2.00	MRC is per Toll Free Number.
Intrastate Calls	\$0.00	Per Minute	\$0.0275	
Interstate Calls	\$0.00	Per Minute	\$0.0250	
Calls from Alaska	\$0.00	Per Minute	\$0.20	
Calls from International (Canada)	\$0.00	Per Minute	\$0.08	

Calls from Hawaii	\$0.00	Per Minute	\$0.08	
Calls from Virgin Islands & Puerto Rico	\$0.00	Per Minute	\$0.08	
Payphone Surcharge	\$0.00	Per Call	\$0.35	
Universal Service Fee (USF)	\$0.00	Usage	9.5%	Applied towards all usage.

ROUTING FEATURES FOR TRAFFIC ON CONTRACTED CARRIER'S NETWORK

Route by percentage	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
Route by percentage (per call)	\$0.00	Per Call	\$0.00	
Route by time of day	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
Route by time of day (per call)	\$0.00	Per Call	\$0.00	
Route by day of week	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
Route by day of week (per call)	\$0.00	Per Call	\$0.00	
Emergency Reroute of Traffic	\$0.00	Occurrence	\$0.00	
Emergency Reroute of Traffic	\$0.00	Per Call	\$0.00	
Route by originating area code or exchange	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
Route by originating area code or exchange (per call)	\$0.00	Per Call	\$0.00	
Automatic Number Identification (ANI)	\$0.00	Month	\$0.00	
Automatic Number Identification (ANI) (per call)	\$0.00	Per Call	\$0.00	
Dialed Number Identification Service	\$0.00	Month	\$0.00	
Dialed Number Identification Service(per call)	\$0.00	Per Call	\$0.00	
Caller initiated routing (voice response)	\$50.00	Month	\$25.00	Per Feature Change=\$50 Expedite =\$500
Caller initiated routing (voice response per call)	\$0.00	Per Call	\$0.07	
Caller initiated routing (voice response per call)	\$0.00	Per Minute	\$0.06	

Permanent changes in routing	\$50.00	Each	\$0.00	
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Responsible Organization Services (Resp. Org.)				
Routing changes submitted to other carriers	\$0.00	Occurrence	\$0.00	
On demand network reconfiguration with other carriers	\$0.00	Occurrence	\$0.00	
Troubleshooting other carrier problems	\$0.00	Occurrence	\$0.00	
Troubleshooting other carrier problems hourly	\$0.00	Business Hour	\$0.00	
Troubleshooting other carrier problems hourly	\$0.00	Overtime	\$0.00	
Troubleshooting other carrier problems hourly	\$0.00	Premium	\$0.00	
Miscellaneous changes in SMS database	\$0.00	Occurrence	\$0.00	
Transferring records to a new Resp. Org.	\$0.00	Occurrence	\$0.00	
NASC / Emergency Resp. Org. Service	\$0.00	Occurrence	\$75.00	
Consultation Rate	\$0.00	Hour	\$0.00	

**SWITCHED ACCESS TOLL FREE SERVICE  
CALLS ROUTED TO A VOICE TELEPHONE NUMBER**

Monthly (Fixed)	\$0.0	Month	\$5.00	MRC is based per cost center
Monthly (Fixed) Per Toll Free Number	\$0.00	Month	\$2.00	MRC is per Toll Free Number.
Intrastate Calls	\$0.00	Per Minute	\$0.0425	
Interstate Calls	\$0.00	Per Minute	\$0.0325	
Calls from International (Canada)	\$0.00	Per Minute	\$0.10	
Calls from Alaska	\$0.00	Per Minute	\$0.20	
Calls from Hawaii	\$0.00	Per Minute	\$0.10	
Calls from Virgin Islands & Puerto Rico	\$0.00	Per Minute	\$0.10	

Routing Features, for traffic on carrier's network				
By percentage	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
By percentage (per call)	\$0.00	Per Call	\$0.00	
By time of day	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500

By time of day (per call)	\$0.00	Per Call	\$0.00	
By day of week	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
By day of week (per call)	\$0.00	Per Call	\$0.00	
Emergency Reroute of Traffic	\$0.00	Occurrence	\$0.00	
Emergency Reroute of Traffic	\$0.00	Per Call	\$0.00	
By originating area code or exchange	\$50.00	Month	\$25.00	Per Feature Change =\$50 Expedite =\$500
By originating area code or exchange(per call)	\$0.00	Per Call	\$0.00	
Caller initiated routing (voice response)	\$0.00	Usage	\$0.06	Cost is per minute of usage
Caller initiated routing (voice response per call)	\$0.00	Per Call	\$0.07	Cost is per call
On demand changes in routing	\$50.00	Each	\$0.00	NRC is based upon Each Occurrence
Responsible Organization Services (Resp. Org.)				
Routing changes submitted to other carriers	\$0.00	Occurrence	\$0.00	
On demand network reconfiguration with other carriers	\$0.00	Occurrence	\$0.00	
Troubleshooting other carrier problems	\$0.00	Occurrence	\$0.00	
Troubleshooting other carrier problems hourly	\$0.00	Business Hour	\$0.00	
Troubleshooting other carrier problems hourly	\$0.00	Overtime	\$0.00	
Troubleshooting other carrier problems hourly	\$0.00	Premium	\$0.00	
Miscellaneous changes in SMS database	\$0.00	Occurrence	\$0.00	
Transferring records to a new Resp. Org.	\$0.00	Occurrence	\$0.00	
NASC / Emergency Resp. Org. Service	\$0.00	Occurrence	\$75.00	
Consultation Rate	\$0.00	Hour	\$0.00	

## **Schedule B** ***Escalation Procedures***

for  
**Contract Number T04-MST-001**  
with  
**X5 LLC**

### **X5 Emergency Contact & Escalation List for State of Washington**

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- To open a trouble ticket during or after hours, please contact **206-839-4060** or toll free at **888-588-1501**.
- To get status on a trouble ticket, during or after hours, please also contact **206-839-4060** or toll free at **888-588-1501**.

#### **Escalation Levels:**

##### **1<sup>st</sup> Level:**

##### **Numbers:**

- |                                      |                    |
|--------------------------------------|--------------------|
| 1. X5 Customer Service               | 206-839-4060 Phone |
|                                      | 206-839-4055 Fax   |
| 2. Tinna Lee (Customer Service Mgr.) | 206-839-4071 Phone |
|                                      | 206-839-4055 Fax   |
|                                      | 206-795-2084 Cell  |

##### **2<sup>nd</sup> Level:**

- |                            |                    |
|----------------------------|--------------------|
| 3. Nathan Bledsoe (VP/ GM) | 206-839-4059 Phone |
|                            | 206-839-4055 Fax   |
|                            | 206-595-5665 Cell  |

##### **3<sup>rd</sup> Level:**

- |                           |                    |
|---------------------------|--------------------|
| 4. Richard Reynolds (CEO) | 206-839-4070 Phone |
|                           | 206-839-4055 Fax   |
|                           | 206-795-2020 Cell  |

#### **X5 Switchroom:**

- |                                  |                    |
|----------------------------------|--------------------|
| • Steve Collins (Switch Manager) | 206-839-4065 Phone |
|                                  | 206-839-4055 Fax   |
|                                  | 206-795-2022 Cell  |